

Fig.1A

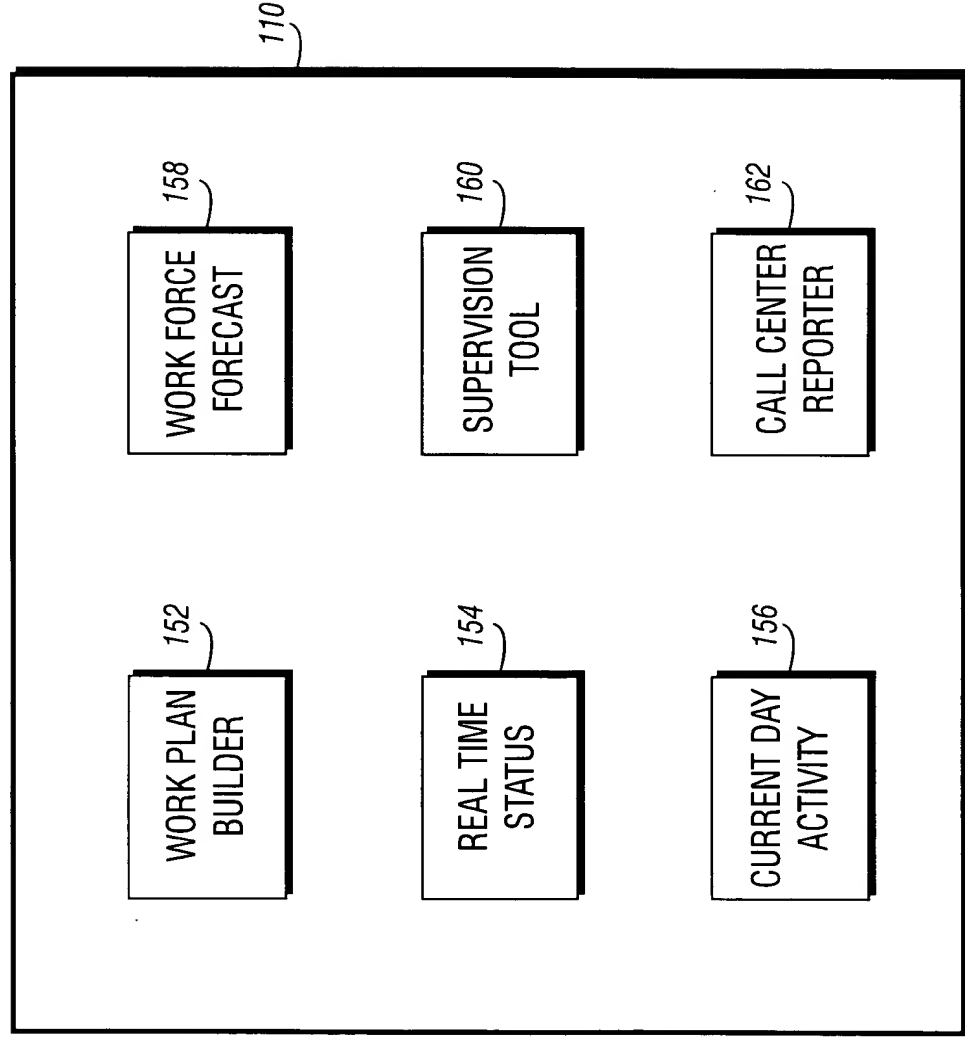


Fig.1B

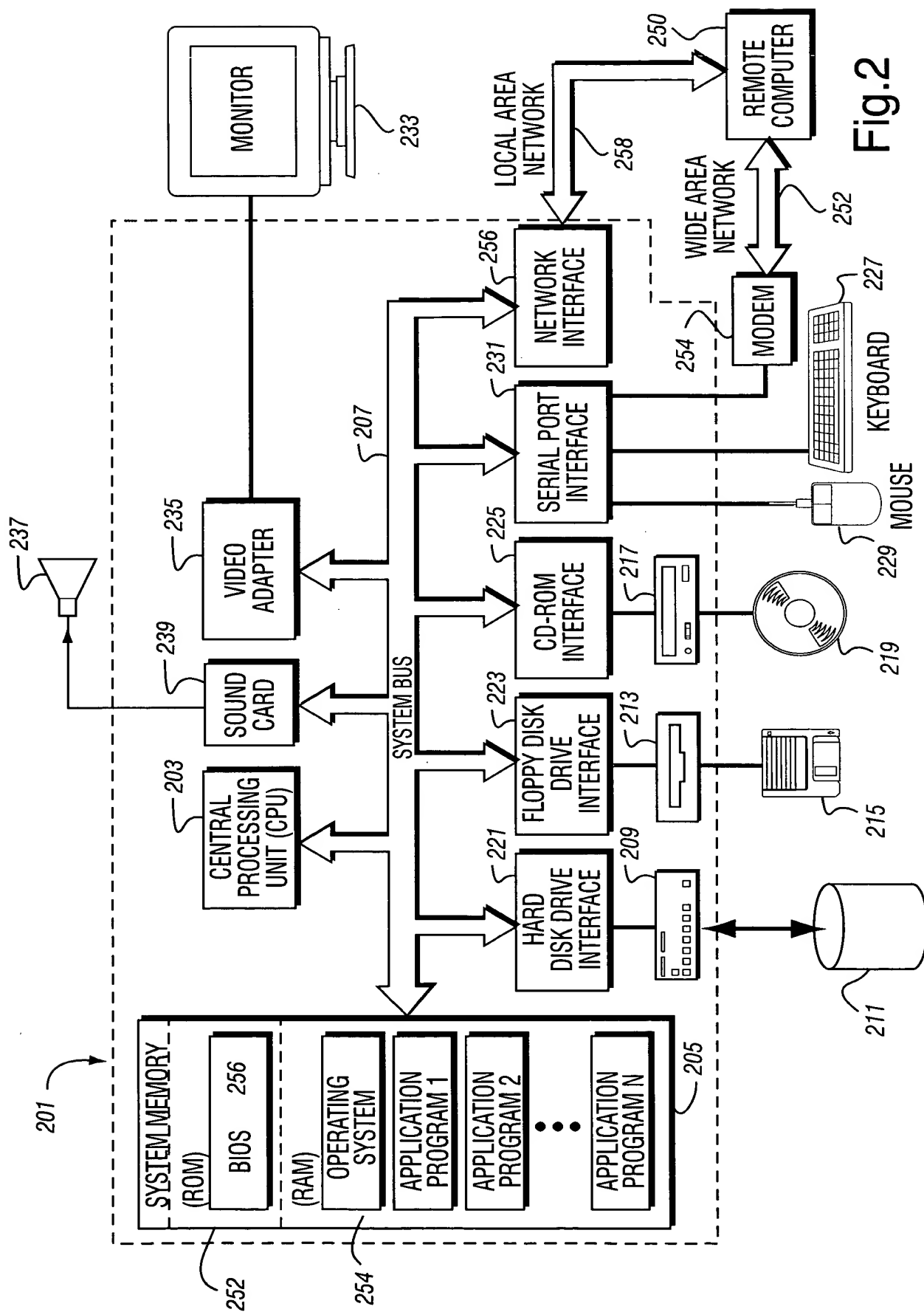


Fig.2



Fig.3



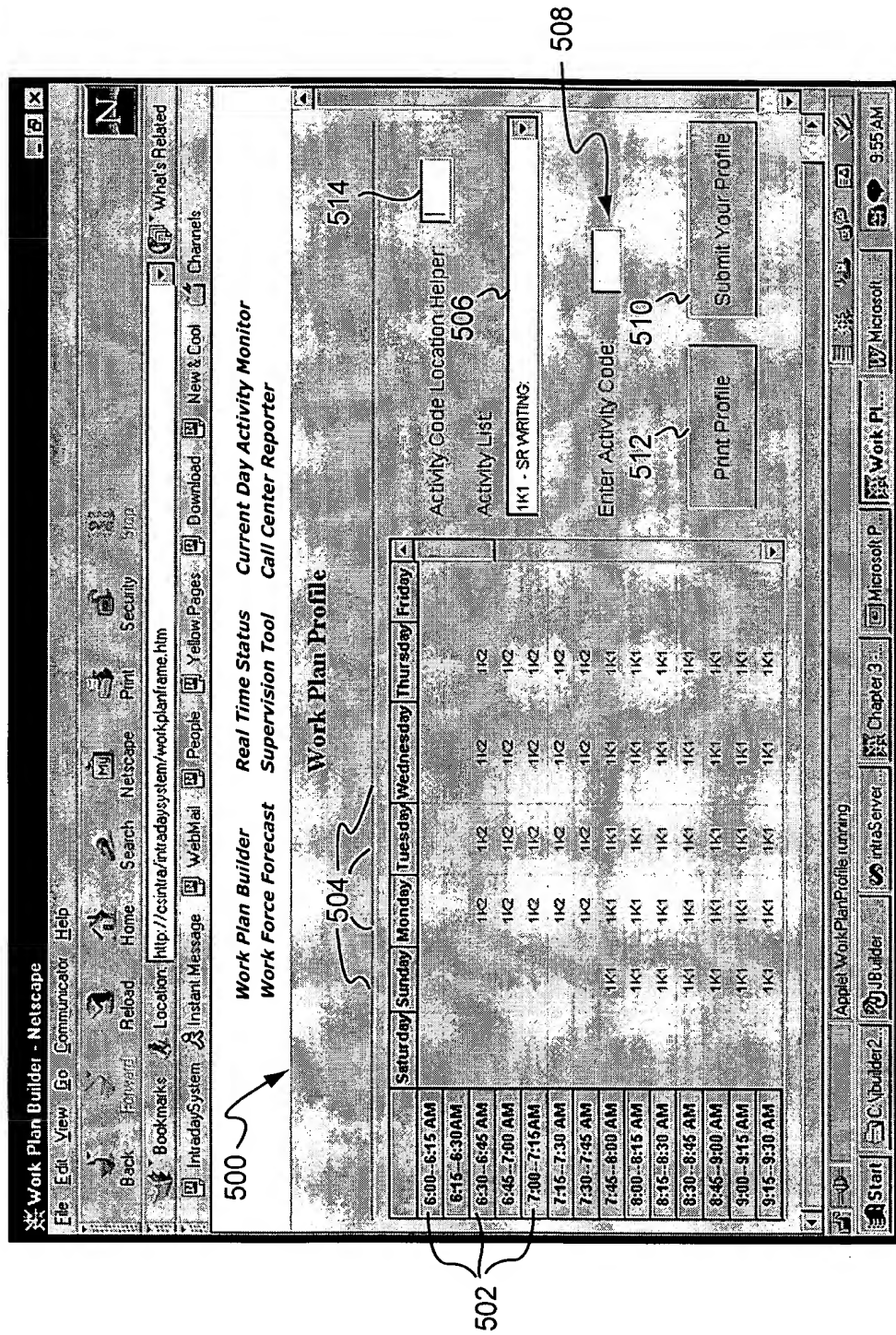
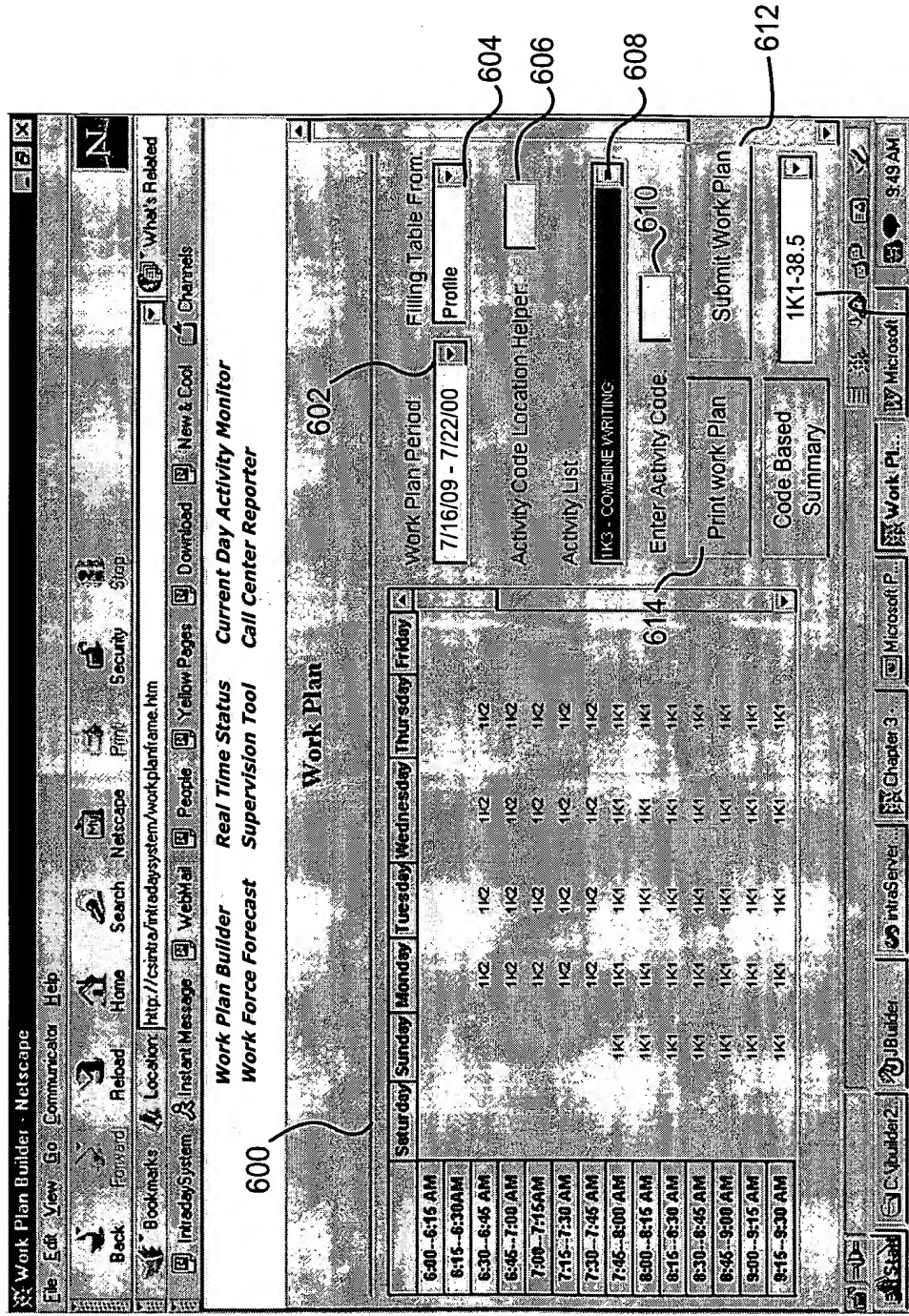


Fig.5



616

Fig.6

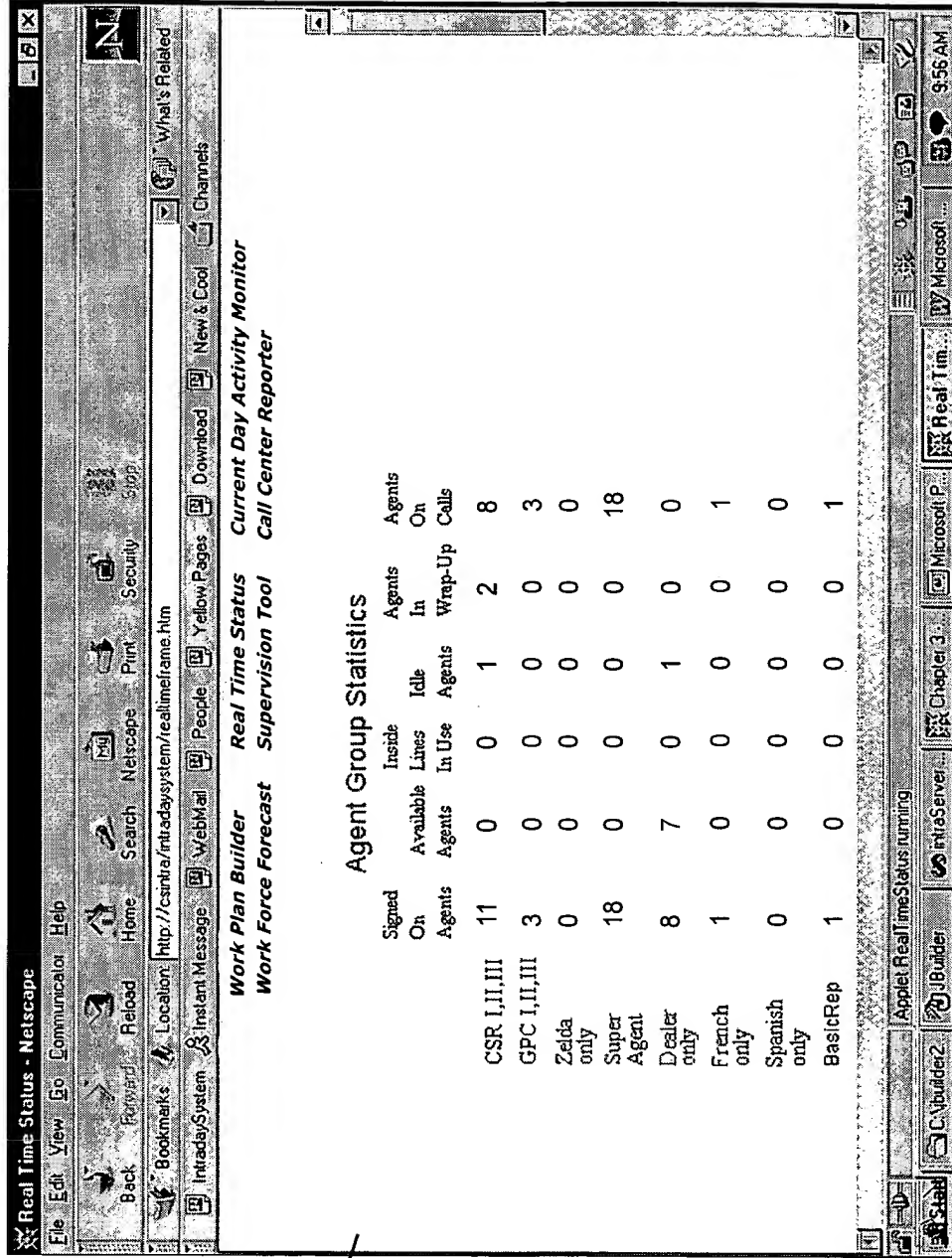


Fig.7A



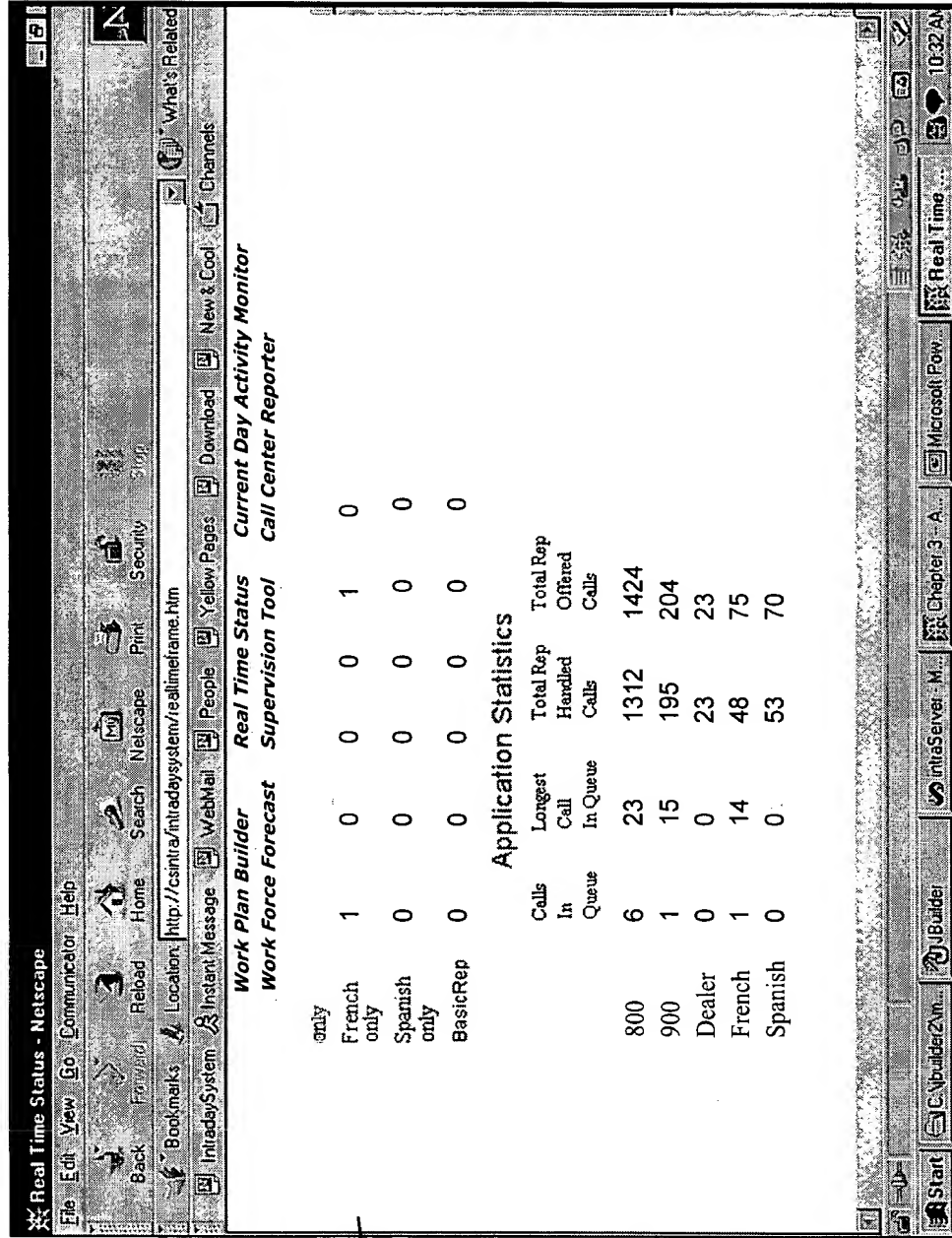


Fig.7B

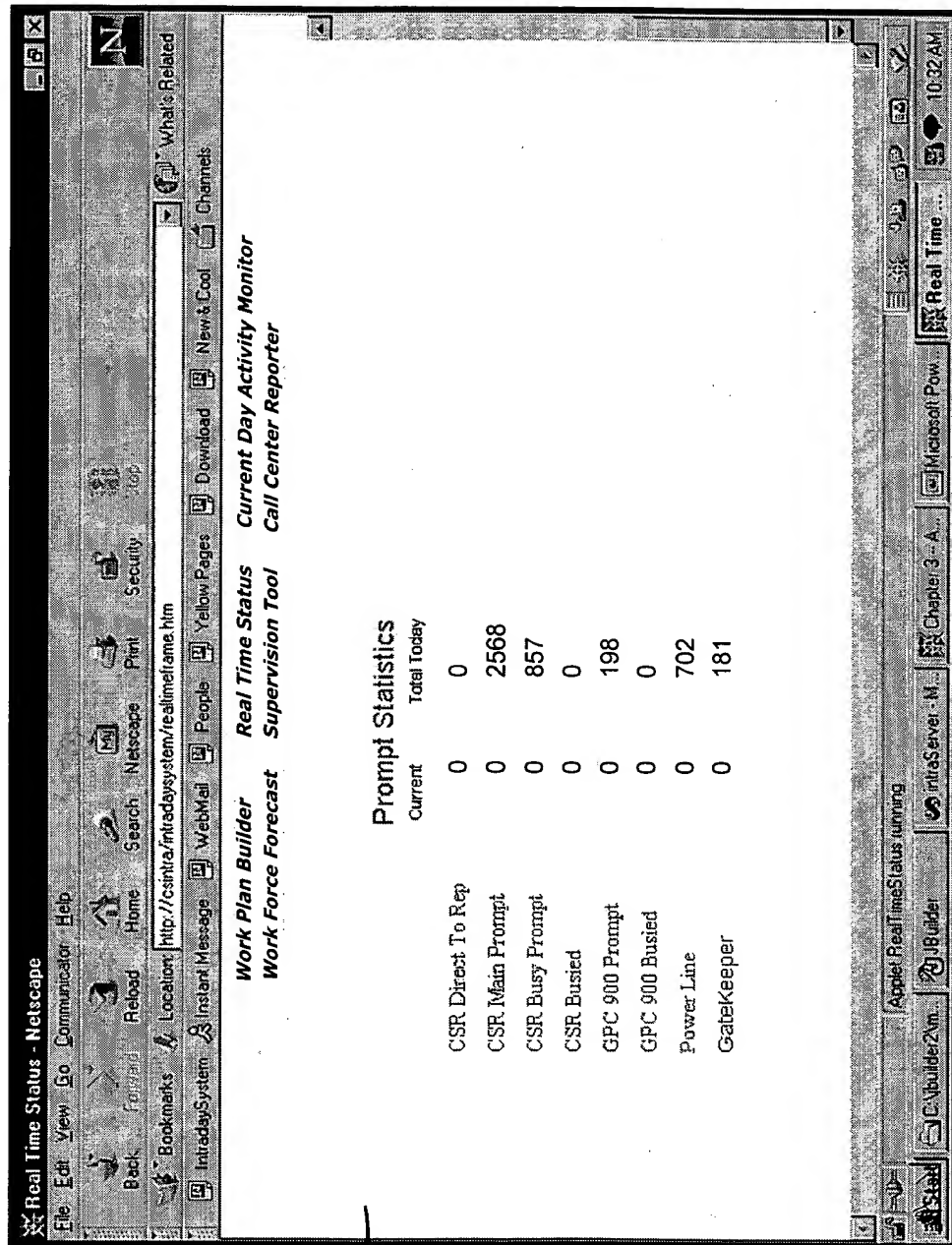


Fig.7C

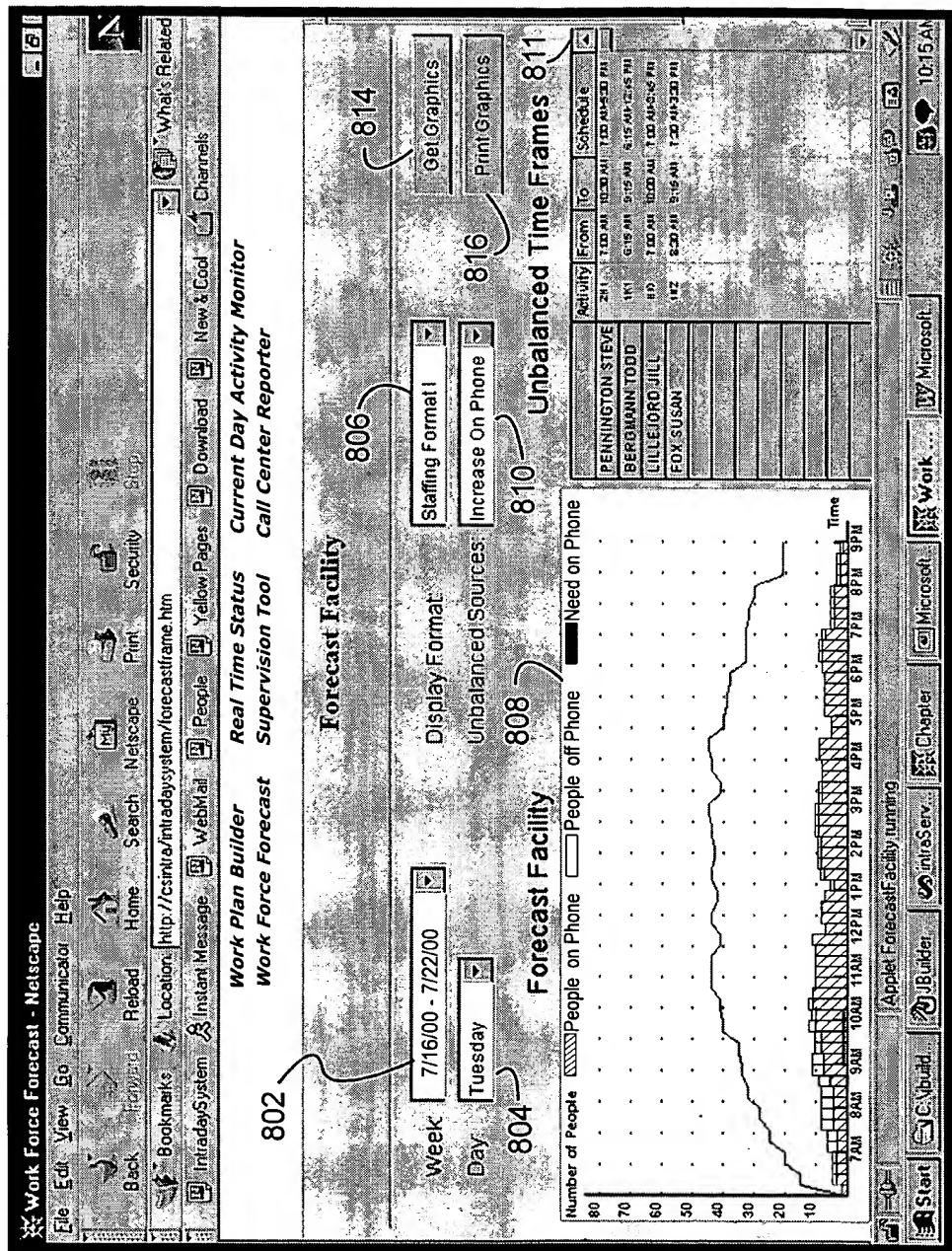


Fig.8A

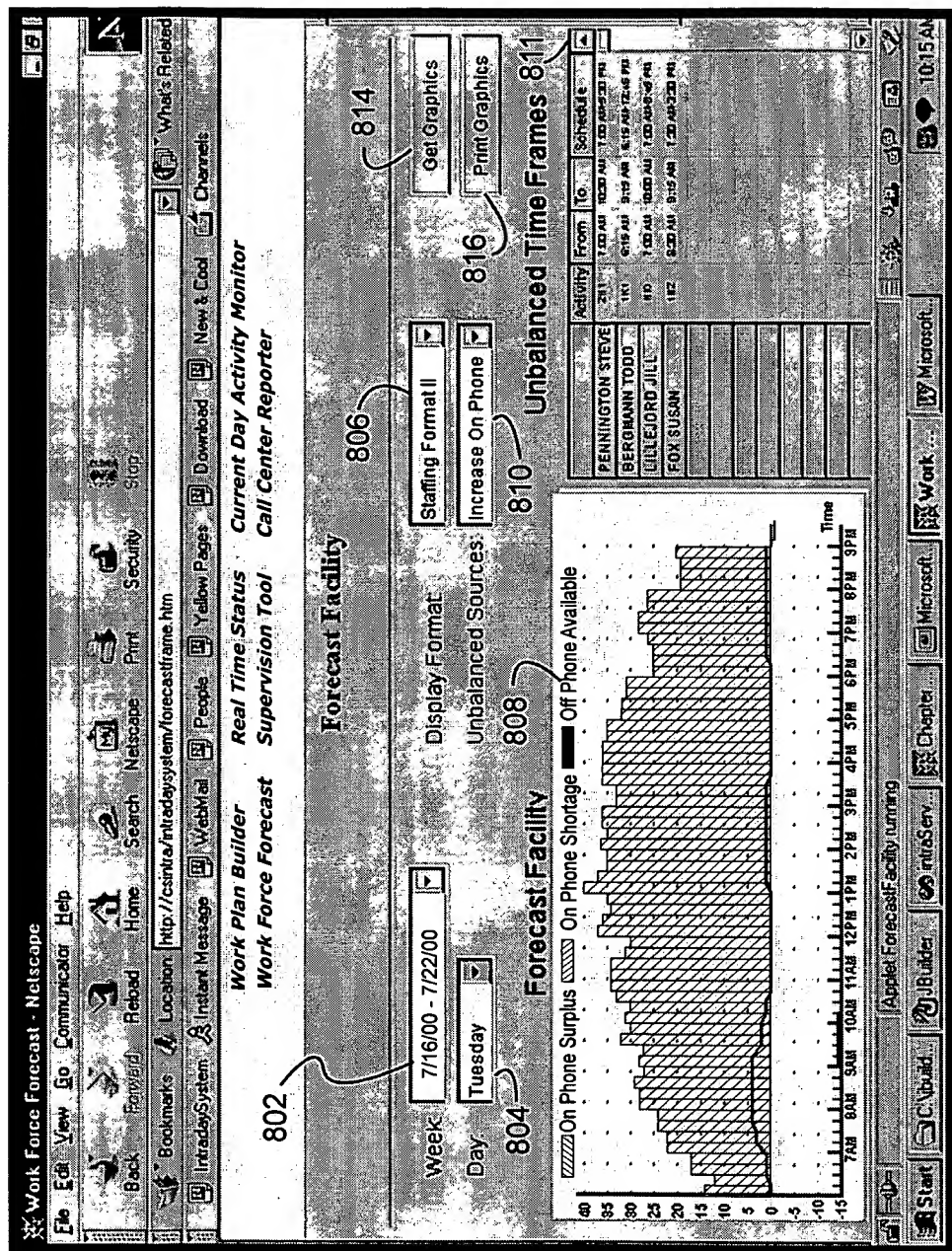
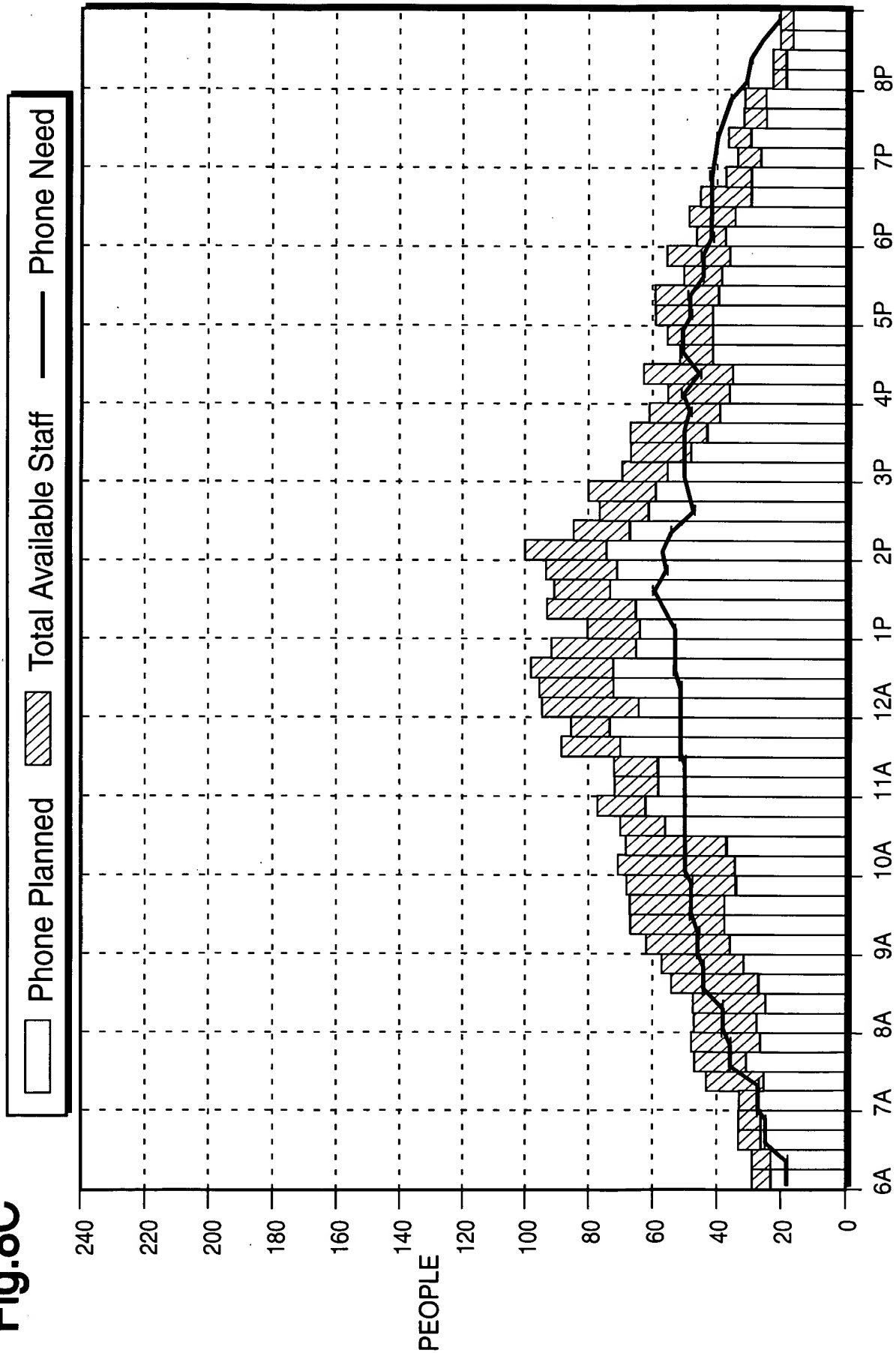


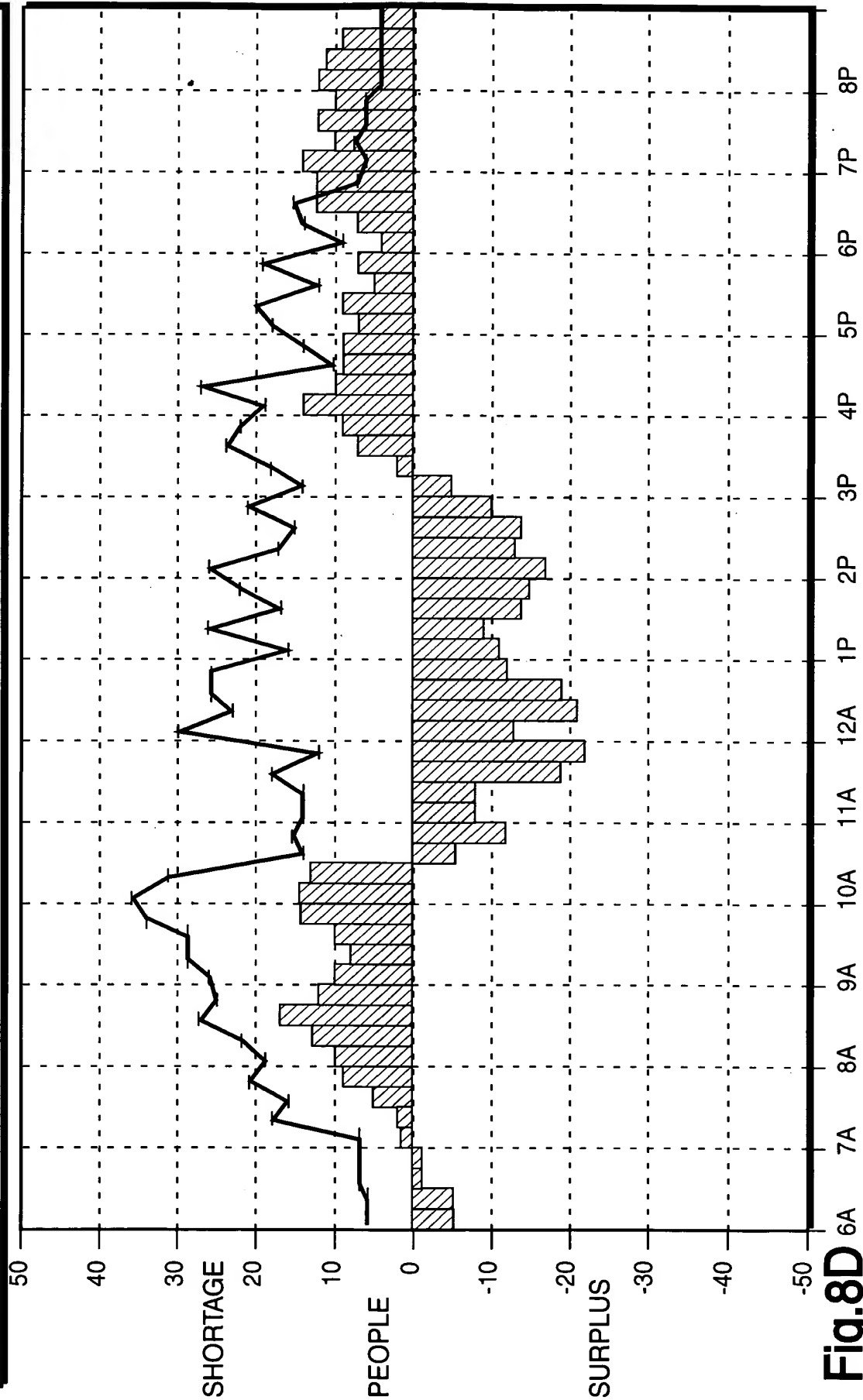
Fig.8B

Staffing Need Distribution (Format One)

Fig.8C



 Surplus / Shortage Phone Need (Shortage Above Zero, Surplus Below) — Available Off-Phone Staff (Total Staff Minus Staff on Phones)



**Fig. 8D**

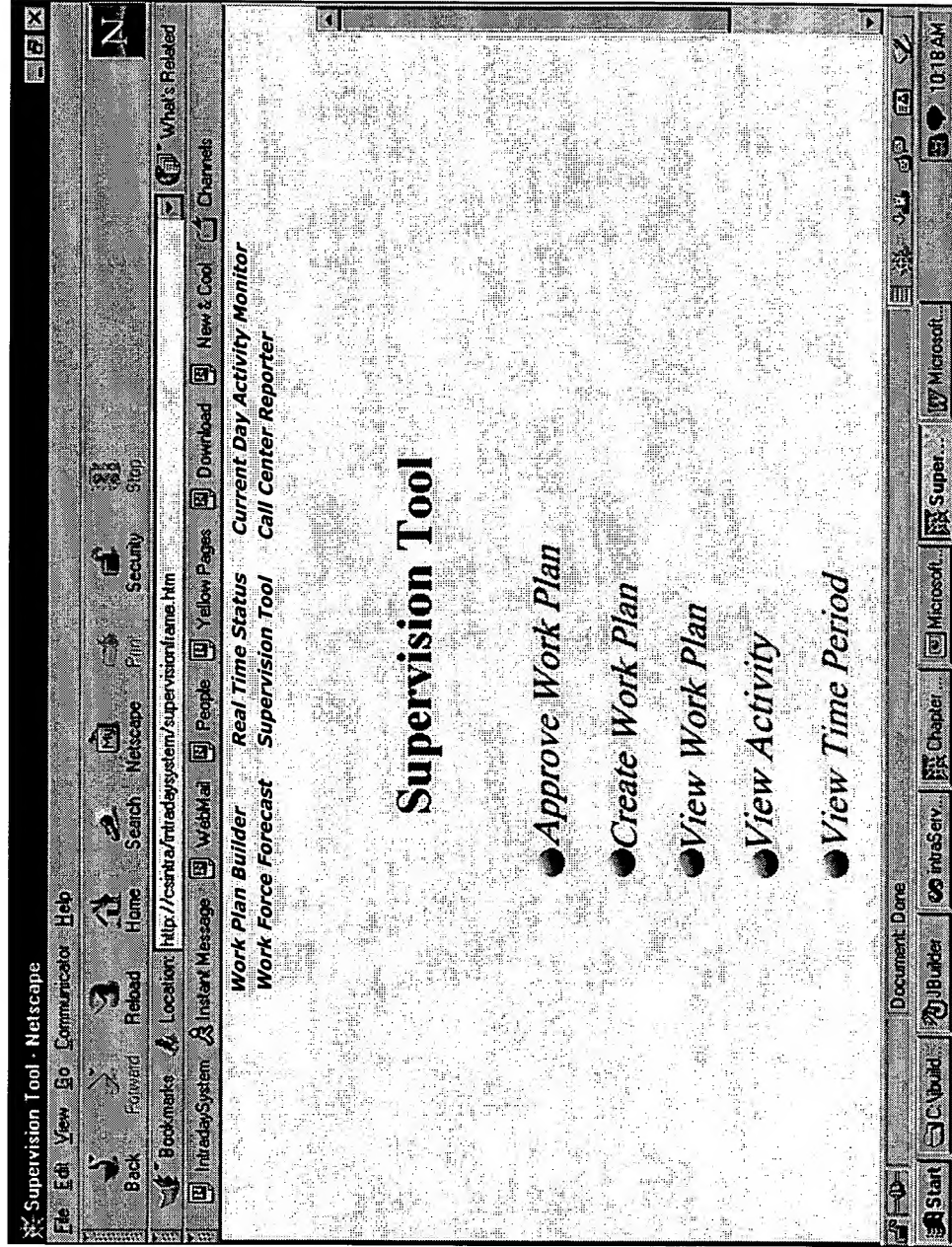


Fig.9



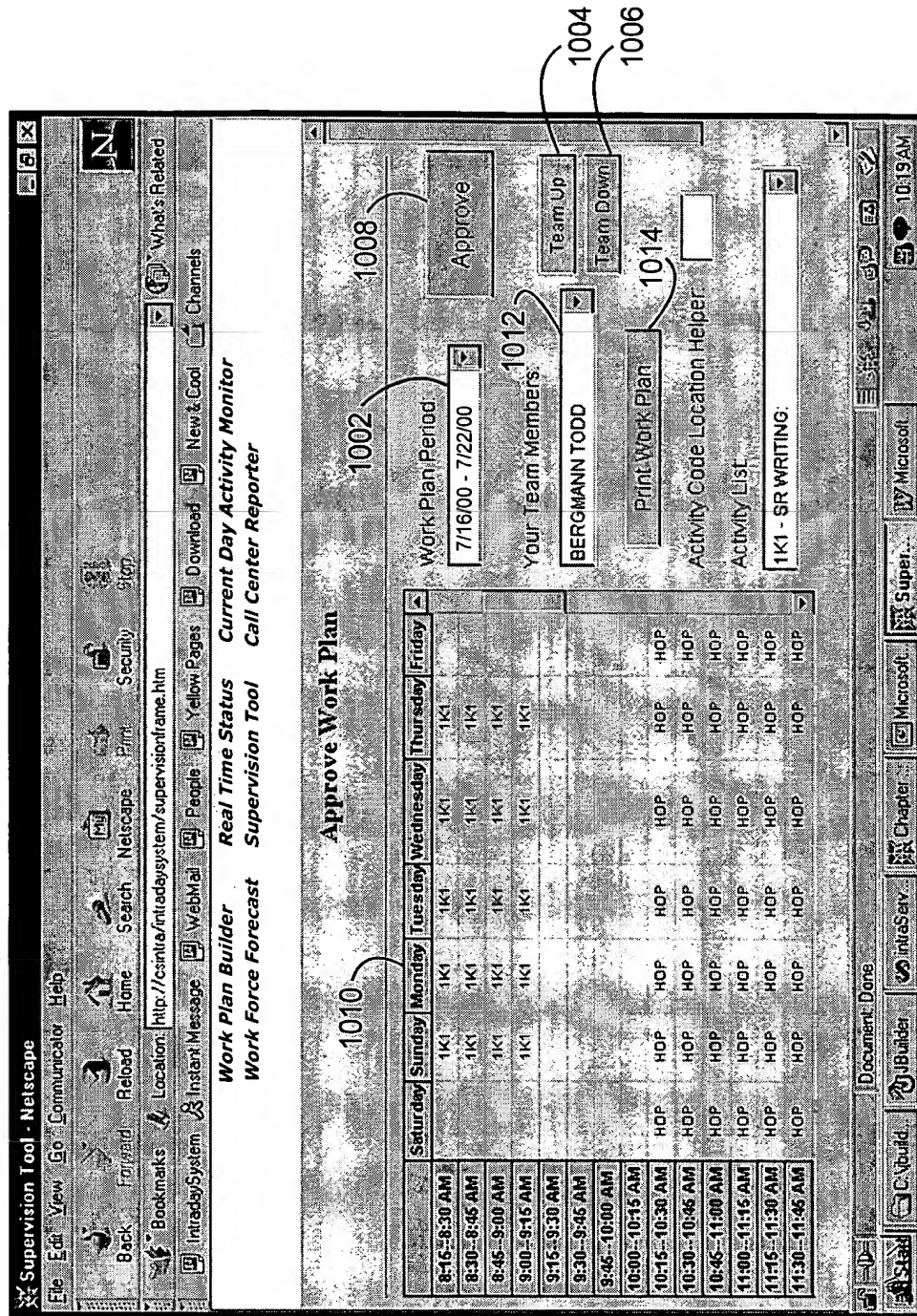


Fig.10A



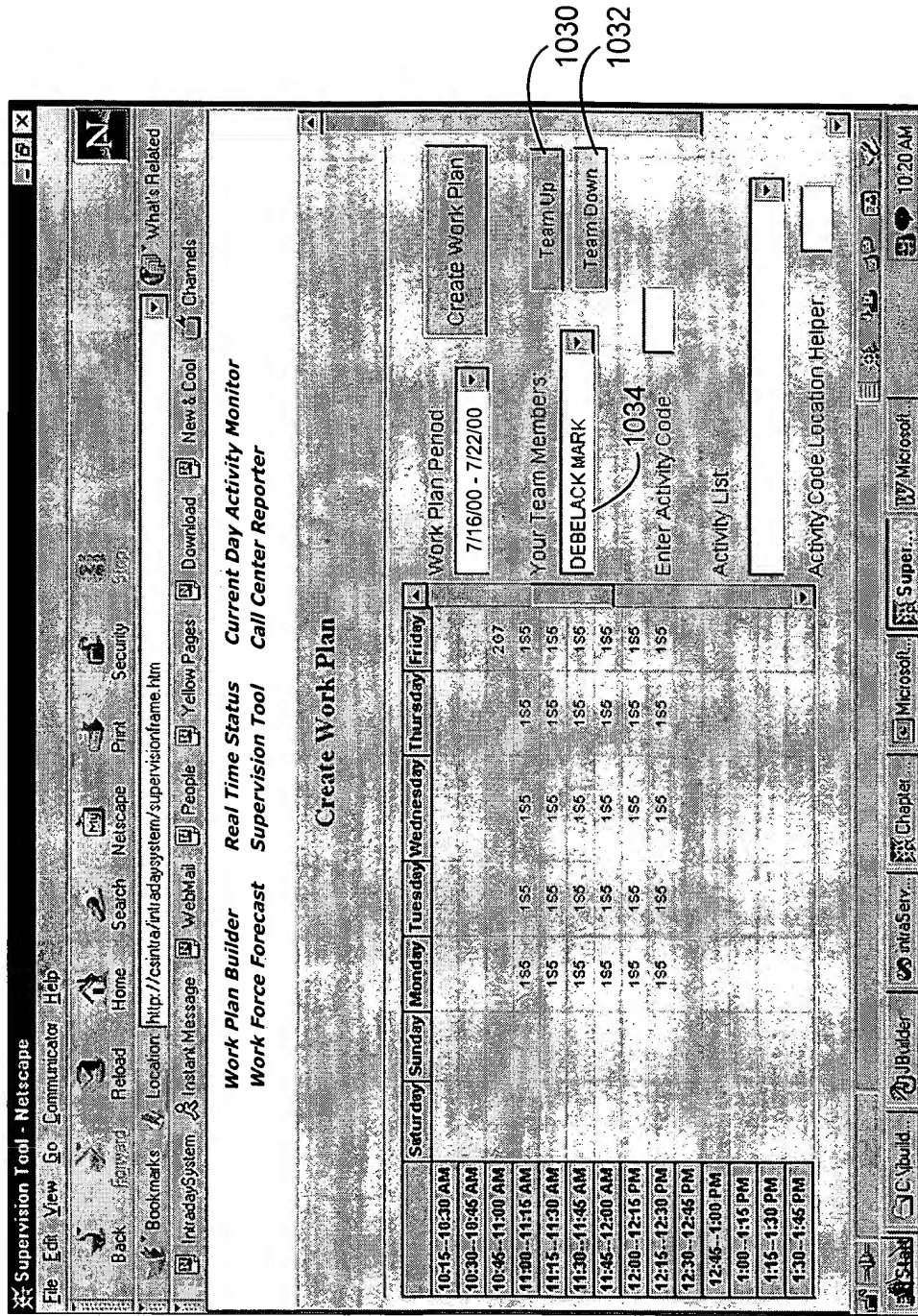


Fig.10B

Supervision Tool - Netscape

File Edit View Go Communicator Help

Back Forward Reload Home Search Netscape Print Security Stop

Bookmarks Location: http://csintl.a/intradaysystem/supervisor/frame.htm

IntradaySystem Instant Message WebMail People Yellow Pages Download New & Cool Channels What's Related

Work Plan Builder

Real Time Status

Current Day Activity Monitor

Work Force Forecast

Supervision Tool

Call Center Reporter

View Work Plan

Work Plan Period: 7/16/00 - 7/22/00

Print Work Plan

Name Location Helper:

Name List: DEBELACK MARK

Activity Code Location Helper:

Activity List

1K1 - SR WRITING:

	Saturday	Sunday	Monday	Tuesday	Wednesday	Thursday	Friday
9:30 - 9:45 AM			HIO	HIO	HIO	HIO	HIO
9:45 - 10:00 AM			HIO	HIO	HIO	HIO	HIO
10:00 - 10:15 AM			HIO	HIO	HIO	HIO	HIO
10:15 - 10:30 AM			HIO	HIO	HIO	HIO	HIO
10:30 - 10:45 AM							207
10:45 - 11:00 AM			1S5	1S5	1S5	1S5	1S5
11:00 - 11:15 AM			1S5	1S5	1S5	1S5	1S5
11:15 - 11:30 AM			1S5	1S5	1S5	1S5	1S5
11:30 - 11:45 AM			1S5	1S5	1S5	1S5	1S5
11:45 - 12:00 AM			1S5	1S5	1S5	1S5	1S5
12:00 - 12:15 PM			1S5	1S5	1S5	1S5	1S5
12:15 - 12:30 PM			1S5	1S5	1S5	1S5	1S5
12:30 - 12:45 PM							
12:45 - 1:00 PM							

Start

Build

Builder

Chapter

Super

Microsoft

Microsoft

10:24 AM

1050

Fig.10C

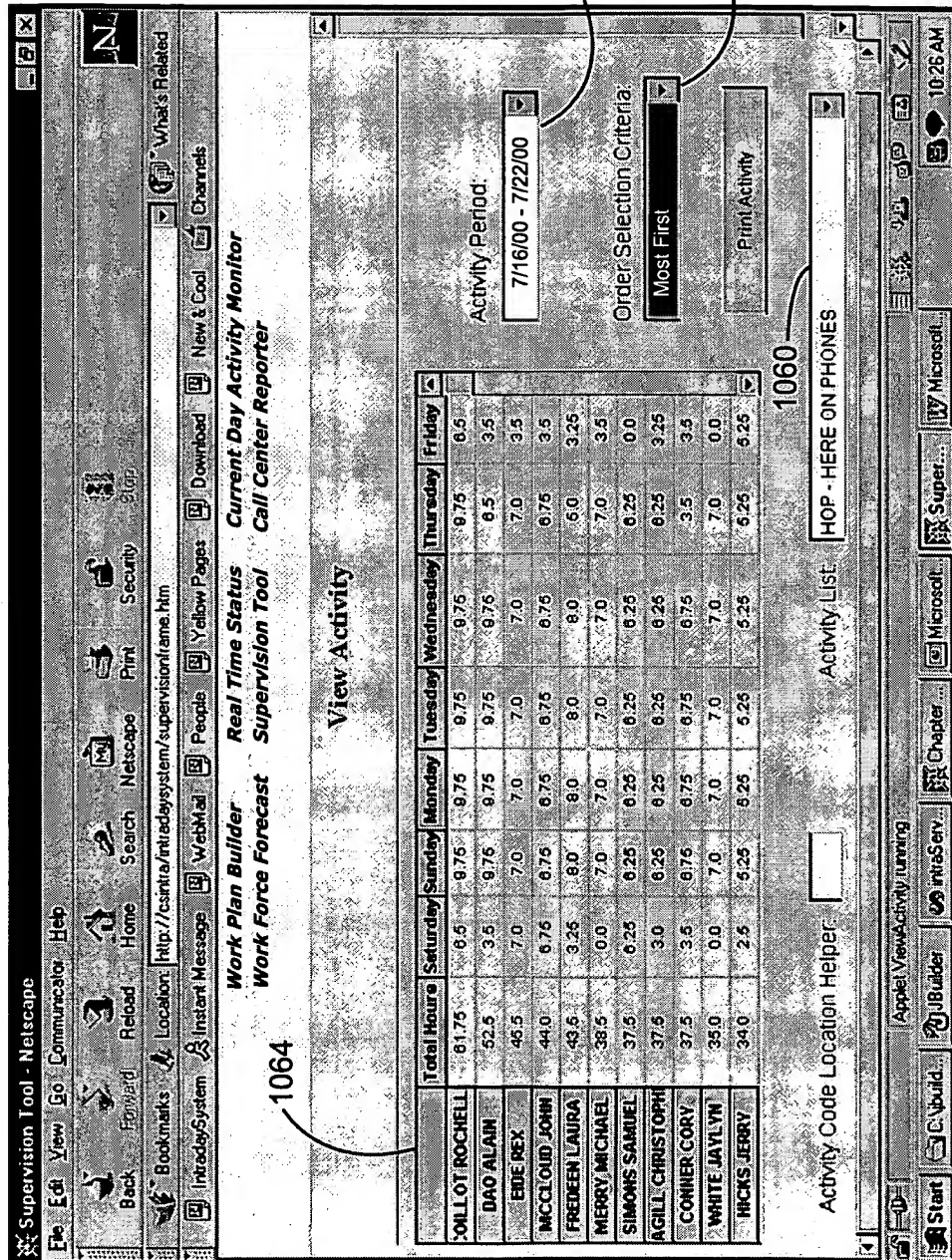


Fig.10D

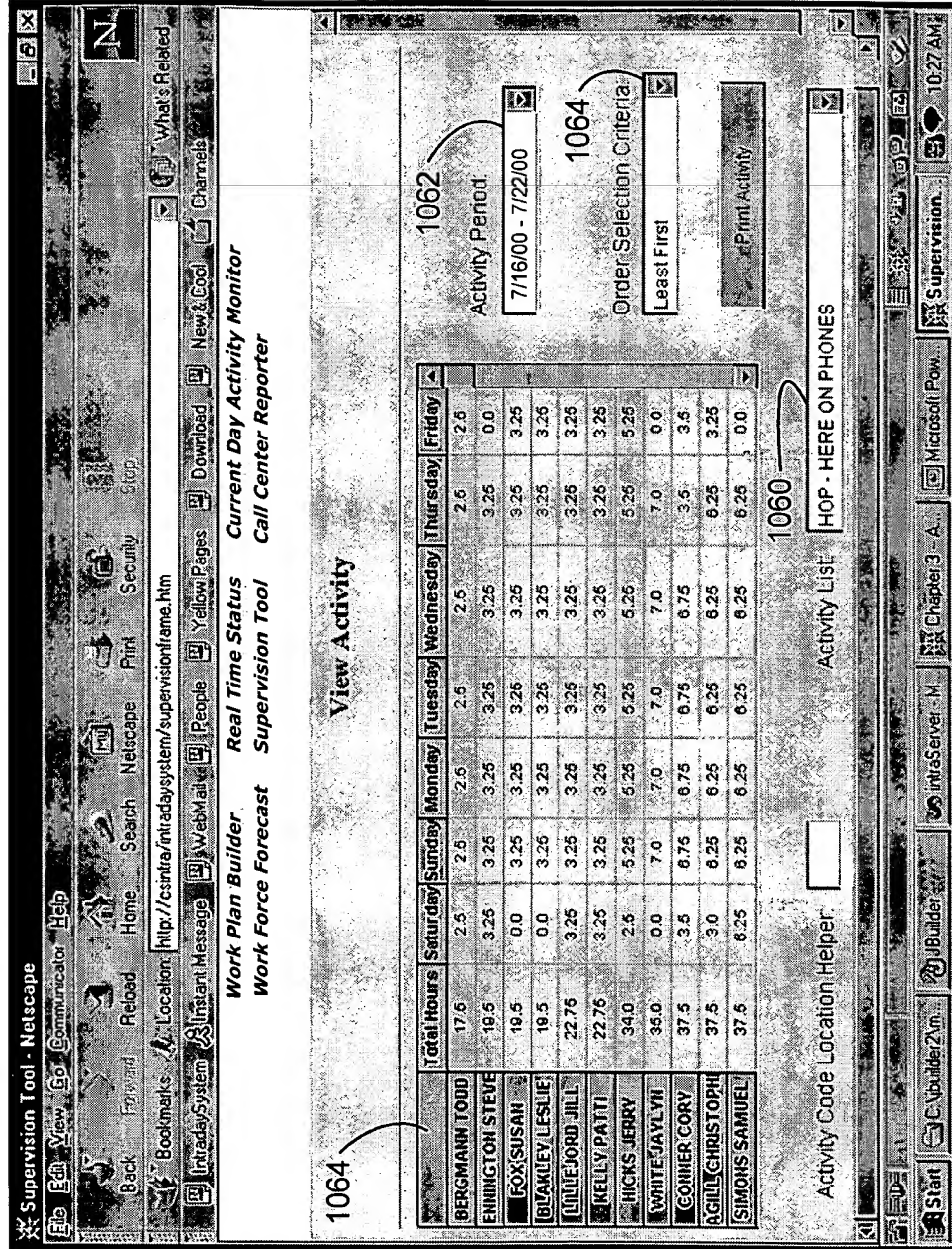


Fig.10E



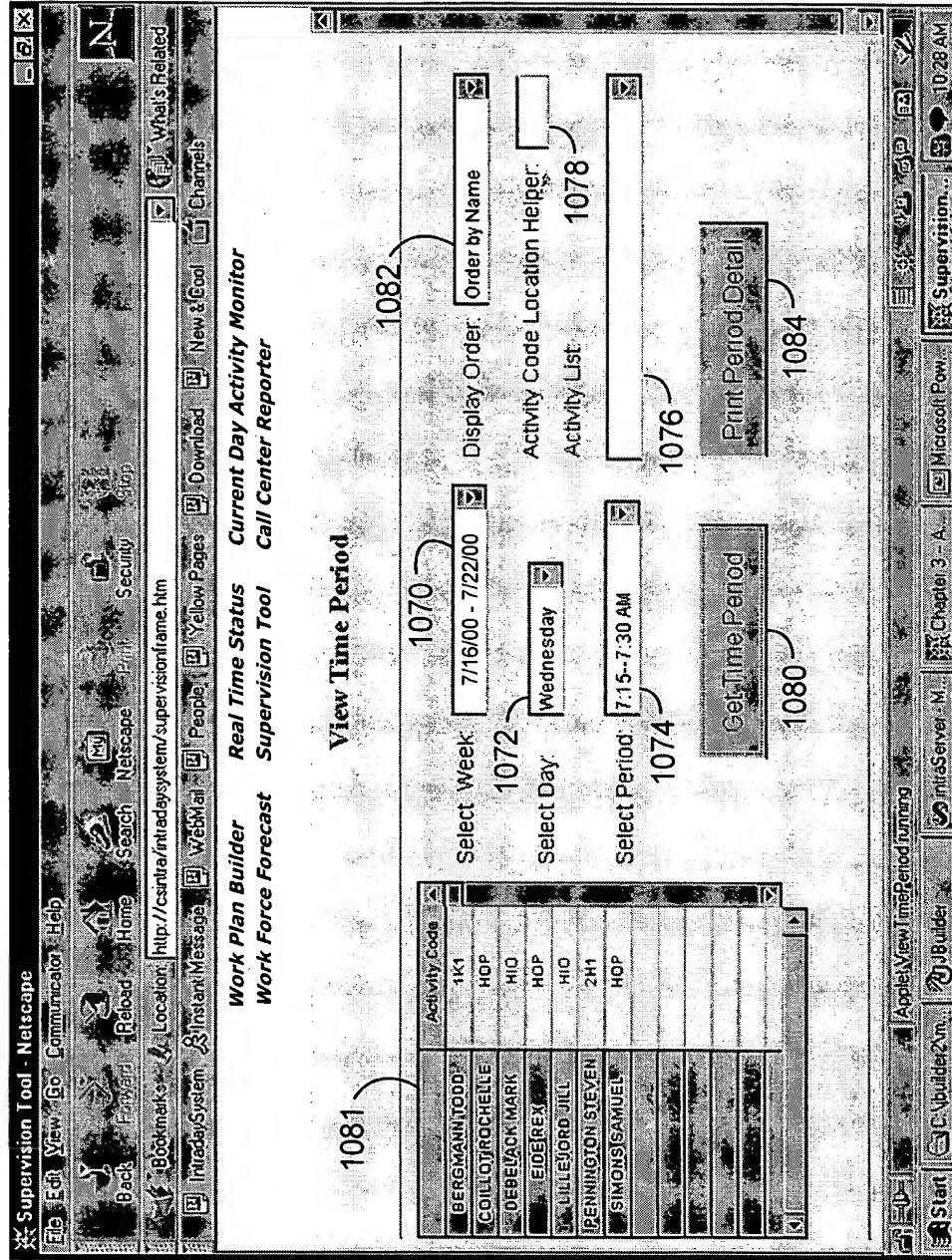


Fig.10F